

## **CRP QUESTIONS & *IVRS ANSWERS* TO MENU OF SERVICES** *INFORMAL SOLICITATION* to post on *Internet*

### **1. CRP Question:**

Can the rates we propose for the D-codes be higher than the rates we currently have in our Menu of Services agreement with IVRS, or are we capped at the current levels?

### **1. IVRS Answer:**

*Yes, the rates proposed by a CRP for D-codes can be higher (or lower, for that matter) than what are listed under the current Menu of Services rates. Because there has not been any established rate cap for CRPs, prices are expected to be determined by each CRP based on their cost for providing each particular D-code.*

### **2. CRP Question:**

On page 2 of the *Informal Solicitation*, #1 states ".....and the price it will provide the services for each of the three years of the contract." Does that mean the same rates for all three years, or does it allow us to propose a COLA / increase for rates in years two and three of the contract?

### **2. IVRS Answer:**

*No, a CRP does not have to maintain the same rate for providing a D-code service for all three years. CRPs are allowed propose an increase in rates for years two and three under this Contract.*

### **3. CRP Question:**

Do we set our own cap?

### **3. IVRS Answer:**

*Costs for providing D-code services are determined by an individual CRP based on what they establish as their cost to provide a particular service.*

### **4. CRP Question:**

Is this for services across the state or in our local region?

### **4. IVRS Answer:**

*Each CRP will determine the areas or territories in which they are able (available and approved) to provide D-code services under this Contract.*

### **5. CRP Question:**

Do we bid for all of the services or can we bid for some of the services?

### **5. IVRS Answer:**

*A CRP can bid on any or all D-code services they propose to provide under this Contract, as long as they comply with and conform to the terms, conditions, requirements and standards of performance expected under each individual D-code service.*

#### **6. CRP Question:**

In review of the IVRS bidding process that will occur for service delivered.. I am confused as to where the client choice ends up. If a client is interested in working with (redacted) and another CRP's bid comes in at a lower cost will the services be authorized to the lower cost CRP?

#### **6. IVRS Answer:**

*IVRS policies may not establish any arbitrary limits on the nature and scope of vocational rehabilitation services to be provided to the individual to achieve an employment outcome. In accordance with federal regulations, IVRS must ensure that the provision of services is based on the rehabilitation needs of each individual as identified in that individual's IPE and is consistent with the individual's informed choice (not necessarily where service(s) cost less).*

*In assisting an applicant and eligible individual in exercising informed choice during the assessment for determining eligibility and vocational rehabilitation needs and during development of the IPE (Individual Plan for Employment), IVRS must provide the individual or the individual's representative, or assist the individual or the individual's representative in acquiring information necessary to make an informed choice about the specific vocational rehabilitation services, including the providers of those services, that are needed to achieve the individual's employment outcome. This information must include information related to:*

- 1) Cost, accessibility, and duration of potential services;*
- 2) Consumer satisfaction with those services to the extent that information relating to consumer satisfaction is available;*
- 3) Qualification of potential service providers;*
- 4) Types of services offered by the potential providers;*
- 5) Degree to which services are provided in integrated settings; and*
- 6) Outcomes achieved by individuals working with service providers, to the extent that such information is available.*

#### **7. CRP Question:**

Are we to use current Menu of Services fee for service rates in the agreement, or does each organization generate its own proposed rate?

#### **7. IVRS Answer:**

*Each CRP generates its own proposed rate for each D-code service they request to provide.*

#### **8. CRP Question:**

In your email of July 29, 2010 you state, in paragraph two, that there is a three-page "Informal Solicitation that spells out time frames...".....all I can locate is a one page document addressing opening and closing of dates we can respond to the contract proposal. Where can I locate the three page document?

**8. IVRS Answer:**

*The Informal Solicitation is a three-page document that can be found on the IVRS Internet website at the following link: <http://www.ivrs.iowa.gov/> and then clicking on **Community Rehabilitation Program Provider (under Bid Opportunities)***

**9. CRP Question:**

It appears the agreement is essentially a “fill in the blank” document with our name, list of services we want to provide via the Menu of Services etc. with little to no narrative(s) due on our parts. Am I correct, or am I mis-reading the agreement requirements.

**9. IVRS Answer:**

*No narrative is expected in responding to this Informal Solicitation unless a CRP wants to propose changes to the Statement of Work (Exhibit A) in the Contract. Any proposed change (s) needs to be submitted to IVRS in writing in accordance with subsection 16.B of the Contract.*

**10. CRP Question:**

Will we continue to use the same reporting documents now used in our contracts upon ending of various services, or will that procedure be removed from the budding agreement?

**10. IVRS Answer:**

*Documents currently required for reporting remain the same until further recommendations are received from the CRP Advisory Committee of IVRS.*

**11. CRP Question:**

Exhibit C.....annual budget.....requires us to propose the number of clients we will serve each year in each service, and page 3, B. Allowable Costs section of the agreement contains a limit on the amount we are able to bill IVRS for services during the contract year. My question is; will we be held to both the allowable cost limit, and to the number of client referrals we are projecting in each service?

**11. IVRS Answer:**

*Page 3, item B. refers to the total amount of the Contract based on the budget a CRP proposes in Exhibit C. IVRS understands this will reflect a CRP's “best guess” as to the potential number of clients that might be served under a D-code service. If a CRP goes over the projected number for a D-code service during the Contract year, a budget amendment would have to be done to either decrease another D-code category to cover the overage or, if IVRS funds permit, increase the value of the Contract to cover the overage.*

**12. CRP Question:**

I saw this part of the note - I would note that while there is no guarantee for a minimum level of services IVRS may purchase, we anticipate awarding *Contracts* to all qualified CRP providers. But I was interested in finding out if Iowa Vocational Rehabilitation

Services has any plans to start using vocational evaluations as they did in the past about 4-5 years ago .

**12. IVRS Answer:**

*IVRS is obligated to provide assessment services as determined by individual client need. IVRS uses assessment data to help determine an individual's eligibility and priority for IVRS services. Because IVRS is currently operating under an Order of Selection (Waiting List), individuals with the most significant disabilities are selected first for the provision of services. Any applicant who has been determined eligible for Social Security benefits is presumed eligible for IVRS, (which may preclude the need for an assessment to help establish eligibility). However, assessment services may also be used to help the significance of an applicant's disability.*

*IVRS may also utilize vocational evaluation services to assess the unique strengths, resources, priorities, concerns, abilities, capabilities, interest and informed choice of an eligible individual. Statistically through 7/31/10, IVRS contracted to provide assessment services (D-codes 2, 3, 4, 5, 7, 8) this fiscal year (10/1/09-9/30/10) 637 times.*

**NEW QUESTIONS & ANSWERS AS OF 8/13/10**

**13. CRP Question:**

a. I was wondering where you would like us to place the price for each D code we are wanting to enroll in? Should we write it beside the D Code?

b. Also, is IVRS still wanting us to establish an OUTCOME rate, once the code has been met, or can we establish hourly rates for the process?

**13. IVRS Answer:**

*a. IVRS will provide an attachment on which a CRP can list each D-code they want to offer, along with its cost.*

*b. IVRS can only generate a payment when an OUTCOME is achieved so no payments are able to be made for work done on an hourly basis.*

**14. CRP Question:**

a. In the "Informal Solicitations" it is mentioned that "IVRS anticipates awarding contracts to all qualified CRP service providers." How does that affect the "bidding" process?

b. If I am not the lowest bidder, does that mean I will not get any referrals?

c. Is the bid applied to the entire state (all offices) or do I need to bid for each region if I want to provide services statewide?

d. If a CRP is allowed to bid for services for a local region of the state (if that is allowed) involving no travel, would a bid for statewide services (involving lots of travel) need to be lower than that local/regional bid in order to get a contract?

e. If the lowest bidder is awarded the contract, how is Client choice applied? If another service provider could best serve the Client needs, is it possible for Client or Counselor to select a service provider that did not submit the lowest bid?

f. Do I need to estimate the number of Clients VR will refer to me (Exhibit C)? With the inconsistency of referrals (D-4) over the last several years, it would seem that could be quite difficult and very inaccurate.

g. Do I need to complete Exhibit A on the computer or copy it and manually fill it out to send in?

#### **14. IVRS Answer:**

*a. The Informal Competitive Solicitation associated with this process meets the State of Iowa requirements for competitive bidding. In effect, a CRP is submitting their bid to provide a specific service to IVRS.*

*b. Having the lowest cost will not automatically result in a CRP receiving all IVRS-generated business (see IVRS Answer in Question #6)*

*c. A CRP determines the costs of providing each D-code service they intend to offer based on the area(s) in which they are able (available and approved) to provide that service.*

*d. The territory, region or area in which a CRP provides services is not determined by IVRS, and is usually driven by an alternate funding source such as county/HCBS.*

*e. Yes, it is possible that a client or counselor will be able to select a service provider that did not submit the lowest bid as detailed in IVRS Answer to Question #6.*

*f. IVRS acknowledges it may be difficult for a CRP to determine costs based on a lack of consistency in the number of referrals from IVRS. As a result, a CRP may only be able to estimate costs associated with each of the D-code services they intend to offer.*

*g. A CRP interested in submitting a proposal can respond via mail or email, keeping in mind all proposals must be received at IVRS by Sept. 3 at 3:00 p.m. We'll get interested parties a WORD document instead of PDF.*

#### **15. CRP Question:**

a. The "Sub-Recipient Contract Declarations & Execution" page includes a number of hi-lited sections as well as blanks, e.g., "Sub-recipient Project Manager," page 1. Are we to fill out blanks and hi-lited sections and submit the entire 35 page document/sub-recipient contract as part of our proposal?

b. Is any cover letter required?

c. The Informal Solicitation states that each proposal must include: "a completed Exhibit A ..." as well as statements of qualification and certification; understanding; and

verification we have reviewed the Menu of Services contract and that we have no substantive exceptions to the contract (page 3 of Informal Solicitation). In our proposal, do we communicate these statements simply by signing page 35 and submitting this with our proposal, or do we need separate statements and certifications?

d. Is any proof of insurance or certification required as part of our proposal, or do we make it available only upon request?

e. The Informal Solicitation states that Exhibit A must be included with our proposal but doesn't specifically refer to Exhibit "C" – Exhibit C seems to be a critical part of the process because it contains the table where interested parties will make proposals about budget amount and number of clients. Do we also submit Exhibit C with our proposal or are costs simply addressed under 5.B. "Allowable costs" by filling in this blank?

f. Page 3 of the Informal Solicitation states that "IVRS will review each proposal that is timely submitted to determine whether the proposal complies with this informal solicitation." If the proposal does not comply with the solicitation, will the party making the proposal have the opportunity to make additions or corrections so that the proposal complies?

**15. IVRS Answer:**

*a. The Sub-Recipient Contract Declarations & Execution page is not required at the time a proposal is submitted by a CRP.*

*b. No cover letter is required as part of a proposal.*

*c. A proposal should include a statement by the CRP outlined under numbers 2., 3., and 4. of the Informal Solicitation. See IVRS Answer in Question #20 for more detail.*

*d. Certification of insurance coverage needs to be provided to IVRS prior to the execution of a Contract so it's appropriate for a CRP to include as part of their proposal to IVRS.*

*e. No, Exhibit C (Budget) will be completed during the negotiation of the contract with each CRP. At this stage in the process IVRS only needs the Exhibit A and the completed list of D-codes and the price for the next three years. The D-code excel spreadsheet will be posted to the IVRS website.*

*f. The Informal Solicitation indicates that "negotiation and execution of the contract must be completed no later than 60 days" from the Notice of Intent to Award or a time designated by IVRS so there is an opportunity in which negotiations between IVRS and a service provider might occur.*



**16. CRP Question:**

- a. When the contract refers to the Menu of Services Rate (D Codes) is it the current rates we agree to when signed?
- b. Exhibit C/Annual Budget form/Page 29 - Is the information requested on this form **our** agency's projected number of clients from Vocational Rehabilitation, the current rate for the D Codes, and a total of the payment for authorizations we expect to receive from Voc Rehab? I question this as our number of referrals/services over the last 4 years have been so unpredictable that this would only be a shot in the dark for us to predict.

**16. IVRS Answer:**

- a. Proposals should be submitted to IVRS with costs outlined by a CRP for each D-code they intend to provide, which may be different from the current rate listed for D-code services.*
- b. Yes, you would fill in your best projection of the number of clients you will serve in year one and what your price is. The Proposed budget is the number of clients multiplied by the year one rate for each d code. This will help IVRS set the amount of the Contract for each CRP. We realize that the number of clients projected is a guess.*

**17. CRP Question:**

On the Q & A, # 11 asks about "Exhibit C". I do not find in the informal solicitation request that our proposal is to include "Exhibit C". Are we to include it or not as a part of the proposal?

**17. IVRS Answer:**

*Sorry about any confusion surrounding the requirements a service provider needs to submit to IVRS. For a complete list of required information, please refer to the IVRS Answer in Question #20.*

**18. CRP Question:**

- a. Are the rates that we submit locked in for 3 years?
- b. Under what conditions could the rates be negotiable (substantial change in the cost of living, etc.)?
- c. Do we sign the contract on line, or will there be a paper copy to sign and submit?
- d. On the Annual Budget form (Exhibit C) what is the proposed budget column?

**18. IVRS Answer:**

- a. Yes, rates are locked in at the rate submitted in the CRP proposal once IVRS approval to execute the contract is received. The CRP may include an increase to cover inflation or other cost increases in years two and three.*

*b. Please see answer 18a. The rates negotiated under this contract will be in effect for three years.*

*c. IVRS requires a hard copy signature from the individual having authority to enter into a Contract to accompany all service provider proposals.*

*d. Please see the answer to question 16b.*

**19. CRP Question:**

a. Does our agency need to submit one budget per region or one per State? We offer services in several different regions, including Iowa City, Cedar Rapids, Davenport, and Burlington by the first of the year.

b. What is IVRS's vision with this new process? Will all bidders receive a contract? Will the cheapest contract always be chosen by the local IVRS office?

c. Will we still be able to set rates at our local offices, such as the hourly Short Term Support Services rate?

d. What is the purpose of identifying the number of clients served per D-Code in the budget? Are we locked into this number, or can more be served if we receive more referrals?

e. Will the IVRS counselor role be altered in any way, and will they still be doing placement services themselves?

f. Currently under the D-5 rate wages are not reimbursed. In the new guidelines it states that invoices can be submitted for reimbursement of wages. Is this new or is this a mistake?

**19. IVRS Answer:**

*a. Please submit a price for each D-code. If the CRP wishes to have different rates for different regions it should be factored in and averaged to create one price for each D-code regardless of location.*

*b. As stated as part of the Informal Solicitation, "IVRS anticipates awarding contracts to all qualified CRP service providers." (Additional detail can be found in the IVRS Answer to Question #6).*

*c. A CRP is expected to set individual rates according to their cost to deliver a specific D-code service which will be paid on an OUTCOME basis, not an hourly rate.*

*d. The rates to provide specific D-code services submitted by a CRP to IVRS will be locked in unless an amendment is submitted to IVRS to approve for a different rate.*



*e. Part of a core responsibility for an IVRS counselor is to provide placement services to all eligible clients they serve. This expectation is affected by staff capacity, as well as individual needs specific to each client. At this time, the role of the IVRS counselor remains the same but it is anticipated that CRPs will be utilized to help meet the need for additional support for any IVRS client requiring such.*

*f. Client wages can be reimbursed by IVRS during a Community Work Site Assessment (D-2) but cannot be reimbursed under a Facility Work Site Assessment (D-5) as indicated. We will correct this mistake on the Contract. Thank you!*

**20. CRP Question:**

Is it expected that we will return the 35 page contract electronically to you to provide services from the menu? Are there any other forms that need to be completed?

**20. IVRS Answer:**

*The 35 page Contract does NOT have to be returned electronically to IVRS at the time of proposal submission by a CRP. Proposal requirements IVRS expects from a CRP service provider include the following:*

- 1. Exhibit A which will identify each D-code services a CRP wants to provide. The cost of providing each service will be included on the excel spreadsheet referred to in question 15e*
- 2. A statement that a CRP service provider is qualified and capable of providing the services identified in Exhibit A. This includes certification through CARF, ACDD, JCAH, or, in the absence of accreditation(s), verification that WAIVER services can be provided. (If a potential service provider is not accredited or WAIVER certified, a statement from the CPC indicating approval as a vendor is required for the provision of supported employment services)*
- 3. A statement verifying that the CRP service provider has read and understands the Informal Solicitation and all documents incorporated within it*
- 4. A statement indicating the CRP has reviewed the current Menu of Services listed on the IVRS website*
- 5. Proof of liability insurance as outlined in the Contract under 11. C. Certificates of Insurance*

**21. CRP Question:**

I have a question regarding the budget for this proposal. On page 3 of the RFP, Section B "allowable costs"---the amount for service is blank. The section states: *IVRS will reimburse Sub-recipient for the allowable costs not to exceed\_\_\_\_\_.* What is the dollar amount here?

**21. IVRS Answer:**

*Section B. on the Contract relates to the TOTAL amount of the cost of all D-code(s) services a CRP intends to provide to IVRS clients for year one, followed by a lump sum cost in year two and a lump sum cost expected in year three.*

**22. CRP Question:**

I was forwarded information from IACP about IVRS's plan to set up new contracts with CRP's, however, I was just confused as to the process to do so. When I went to the bid site, I was able to print out what looks like a sample contract, but no instructions of how to apply to renew as a provider. Could you provide me some direction on how to do apply to become a provider another year?

**22. IVRS Answer:**

*New or former service providers should review the three-page Information Solicitation and respond by specifying the service(s) and time frame in which they are applying to become a service provider for IVRS.*

**23. CRP Question:**

a. Is the proposal required to be in a certain form? Are there administrative rules on what the proposal must look like or must include? Is there an example on the web site of what the proposal should look like?

b. The *Informal Solicitation* says a proposal must include “a completed Exhibit A in which the CRP service provider identifies the services it is willing to provide and the price it will provide the services for each of the three years ...” Where do we include price on Exhibit A and where would we indicate what services we want to provide? Simply by deleting the ones we don’t want? I do not see a check box or something similar to make a selection in Exhibit A?

c. Are the only forms we need to be referencing found on the IVR website under “Bid Opportunities” or are there additional requirements or places we should be looking for more information?

**23. IVRS Answer:**

*a. No, to all three questions.*

*b. Print off Exhibit A and highlight or otherwise mark the D-codes you are proposing to provide. The cost for the D-code services will be included on the excel spreadsheet.*

*c. There are forms related to Menu of Services found on the IVRS Internet under the “Partner” tab (<http://www.ivrs.iowa.gov/partners/partners.html>)*

**24. CRP Question:**

If a provider does not respond to this Informal Solicitation this year, can we apply next year?

**24. IVRS Answer:**

*While IVRS is unable to make any firm commitment, there will most likely be another opportunity for a service provider to respond to a similar Informal Competitive Solicitation sometime next year.*

## **25. CRP QUESTION**

D4 Comprehensive Voc Eval states that testing must be administered by a Certified Vocational Specialist or Certified Vocational Evaluator. What are the requirements or certifications for those two positions?

## **25. IVRS ANSWER**

*Individuals contracting to provide Comprehensive Vocational Evaluation services under D-4 receive certification through the Commission on Rehabilitation Counselor Certification (CRCC). Those requirements can be found at that website: [http://www.crc certification.com/pages/cve\\_cwa\\_ccaa\\_designations/100.php](http://www.crc certification.com/pages/cve_cwa_ccaa_designations/100.php) or by emailing: [info@crc certification](mailto:info@crc certification)*

## **26. CRP Question:**

a. We have a current accreditation for Organizational Employment that expires in 2.5 years. Can we provide Work Adjustment now and apply for accreditation during our next survey?

b. Do we submit our bids on line or is there another way?

c. Are current rates posted for these services so that we can get an idea of appropriate bids?

## **26. IVRS ANSWER**

*a. Under this arrangement, a service provider is asked to verify their current accreditations or certification(s) in order to provide service(s) to IVRS. If you are in the process of obtaining a certification that will be finalized before this Contract expires, you may ask to be able to provide that D-code service.*

*b. You may submit your bids on-line by completing the items listed in the IVRS Answer to Question #20.*

*c. This contract allows service providers to determine the cost associated in providing each D-code service they anticipate being able to deliver to clients of IVRS (see IVRS Answer in Question #1).*

## **27. CRP Question:**

Since federal funds are involved, does this make us a federal contractor?

## **27. IVRS ANSWER**

*A service provider awarded a Contract from this Informal Competitive Solicitation would be under Contract with IVRS (which is a state agency) and not the federal government.*

## **28. CRP Question:**

How do you monitor **allowable costs** (5.B.) and what isn't such as mileage (state rate vs. IVRS rate?)

## **28. IVRS ANSWER**

*Costs are determined by the individual service provider who is able to consider those factors associated with the delivery of any D-code service they intend to offer to IVRS. In terms of monitoring, IVRS will compare expenditures based on the budget a CRP projects, along with supporting documentation required for payment (such as the outcome required).*

## **29. CRP Question:**

What happens if a CRP isn't set up to comply with **documentation** requirements (5.E.) since the contract says we must comply?

## **29. IVRS ANSWER**

*IVRS is asking a service provider to be able to verify expenditures they are requesting reimbursement for from IVRS. There has to be supporting documentation from a service provider showing what services IVRS contracted for and were achieved by the CRP in order for payment to occur.*

## **30. CRP Question:**

Under **reports and financial statements** (6.A.) how detailed should the financial activities report be?

## **30. IVRS ANSWER**

*It is anticipated that the current method of payment using the IVRS 450 form to identify any financial expenditure will continue. CRP responsibilities and performance measures included under each D-code of this Contract specifies reporting requirements IVRS expects.*

## **31. CRP Question:**

Case files often contain information that IVRS has no right to see so what is expected under **site visits** (6.B.)?

## **31. IVRS ANSWER**

*CRP file information related to a client referred by IVRS can be reviewed on a case-by-case basis to the extent that may be required for IVRS to generate an outcome-based payment for services.*

## **32. CRP Question:**

Do the requirements that indicate Sub-recipient shall timely furnish to IVRS reports, results of investigations, or any other information resulting from monitoring and/or evaluation by any entity of its program and/or operations in **Monitoring and evaluation reports** (6.E.) mean we have to give (IVRS) HCBS audit results, self-assessment, etc.?

## **32. IVRS ANSWER**

*IVRS is primarily concerned about documentation that relates to accreditation and compliance. However, any information that has a direct or significant impact and influence on service delivery should be conveyed from a service provider to IVRS.*

### **33. CRP Question:**

Under **Employment costs** (7.D.) why would a Sub-recipient have to provide IVRS with evidence of the payment of such benefits upon IVRS' request?

### **33. IVRS ANSWER**

*Paragraph (7.D.) requires a Sub-recipient to pay its employees. Consequently, IVRS wants to ensure that the Sub-recipient does so.*

### **CRP Question:**

Under **Termination** in 8.D.& F. why does IVRS get 30 days and providers only 10 days in the case of default? Can providers get 30 days too?

### **34. IVRS ANSWER**

*This falls under the category of "Standard Contract" language.*

### **35. CRP Question:**

Under **Sub-recipient's duties upon termination** (8.H) what notice is requested if a Sub-recipient wishes to terminate this Contract (not for cause)?

### **35. IVRS ANSWER**

*A Sub-recipient can terminate this Contract by giving IVRS thirty (30) days' written notice prior to their intent to discontinue service provision to clients referred by IVRS.*

### **36. CRP Question:**

On page 8 under **Confidential Information**, A.

- a. What about audits we have on IVRS client like HCBS, CARF?
- b. What authorization is needed from a client?
- c. What does it mean when it says "The Sub-recipient shall designate one individual who shall remain the responsible authority in charge of all confidential data collected, used, or disseminated by the Sub-recipient in connection with the performance of the Contract" – does this mean only one person can disseminate data?
- d. I think in B. that "Any data supplied to or created by the Sub-recipient shall be considered the property of IVRS" is a violation of our policies.
- e. Is it necessary to include **Survives termination** under 10.D.?

### **36. IVRS ANSWER**

*a. Under paragraph 10.A. a Sub-recipient may only disclose confidential data to its employees, agents, and sub-contractors to the extent necessary to carry out its responsibilities under the Contract. This paragraph would prohibit a Sub-recipient from disclosing confidential data to an audit by HCBS and CARF. IVRS will consider*

*modifying paragraph 10.A. for a Sub-recipient with appropriate limitations, if an agency like HCBS or CARF needs to review confidential data.*

*b. Sub-recipient must comply with any applicable state and federal laws. If those laws required client consent or authorization, then the Sub-recipient must obtain the required consent.*

*c. Paragraph 10.A. requires a Sub-recipient to “designate one individual who shall remain the responsible authority in charge of all confidential data.” This does not mean that person is the only person who can disseminate confidential data, but that person must make sure that confidential data is disclosed consistent with its policies and procedures.*

*d. Unless those policies are required by state or federal law, then IVRS expects a Sub-recipient to comply with this provision. If a Sub-recipient wants to take an exception to this provision, it may do so and the parties can discuss changes to this provision.*

*e. Yes, it is necessary to include.*

### **37. CRP Question:**

a. 11.A. should be specific about the type of **Insurance Coverage** since insurance coverage cannot cover all instances and there is no language for additional insurance coverage.

b. 11.B **Claims provisions** – why is this in here? Those policies have exclusions.

c. 11.C. **Certificates of Insurance** – can’t do this nonpayment is 10 days in Iowa.

### **37. IVRS ANSWER**

*a. IVRS expects that service providers maintain standard insurance coverage that includes occurrence-based policies, not claims-made policies. IVRS does not have any requirements for specialty insurance.*

*b. The normal exclusions allowed are fine.*

*c. IVRS is obligated to document a service provider’s insurance coverage prior to executing this Contract.*

### **38. CRP Question:**

Not sure what’s required under **12. Fiscal procedures** to ensure the adequacy of **Sub-recipient’s accounting system**.

### **38. IVRS ANSWER**

*Please disregard this section.*



**39. CRP Question:**

Under 14. **Representation and Warranties**, does this apply to Work Evals?

**39. IVRS ANSWER**

*This applies to any service provided by an entity under contract with IVRS.*

**40. CRP Question:**

Under 16. **Contract administration**, what about bookkeeping - is this excluded? Some providers outsource a piece of a service or are considering. This means it's not allowable. Is this something that can be changed?

**40. IVRS ANSWER**

*Bookkeeping or similar services that may be "out-sourced" from a CRP may be excluded since these are not services that occur during any of the actual work involved in the delivery of a D-code service.*

**41. CRP Question:**

Since this **"Supersedes former agreements"** (16.L.) what about services that are already in place for a client?

**41. IVRS ANSWER**

*If a service provider is qualified to provide services under this Informal Solicitation, it is anticipated they will be awarded a Contract which will replace any prior agreement or arrangements a CRP might have had with IVRS in the past.*

**42. CRP Question:**

About Exhibit B:

- Are Quarterly Progress Reports now due as stated in Exhibit B?
- What do Budget Status and Primary Tasks mean?
- If we're filling out reports on-goingly, IVRS already has information for Success Stories and Performance Measures – does it have to be duplicated here too?

**42. IVRS ANSWER**

*a. No – IVRS will request Annual reports, not Quarterly Progress Reports and will modify Exhibit B to reflect such.*

*b. Both Budget State and Primary Tasks will be eliminated as part of Exhibit B.*

*c. Exhibit B is in the process of being revised.*

**NOTE TO SERVICE PROVIDERS:**

- RSA (IVRS' federal partner) has asked for a provision to be included in a Contract with a CRP who is also an EN (Employer Network). The proper language will be added during the negotiation process before a Contract is finalized.*

- *Questions #33 & #36 have been answered.*
- *IVRS will have the language related to Insurance in Section 11 (page 9 of the Contract) reviewed for correctness.*